

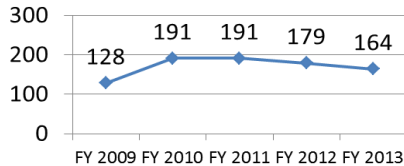
# Department of Health



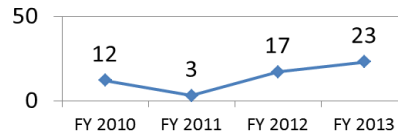
## DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

### Administrative Rules

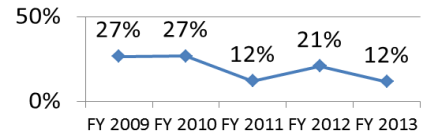
Rule Filings Submitted



Number of Staff Attending Rules Training

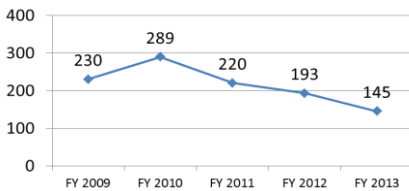


Filings with Issues as % of Total Filings

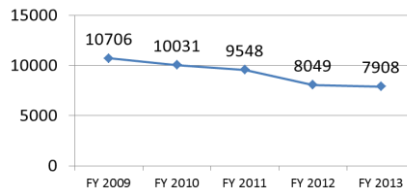


### Archives and Records Service

Agency Consultations/Trainings



Volume of Records at Records Center



### Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 15.12	\$ 8.25
Average cost per office square foot (operations & maintenance)	\$ 5.21	\$ 5.20
Total Capital Improvements Budget	\$ 245,381	\$ 903,423

### Finance

	FY 2013
Post-Audit Error Rate*	1.90%
Employees with time-based pay NOT using ESS for time entry	10.65%
P-card Dollars Spent**	\$ 497,978
*State Average: 3.59%      ** % of State P-card spend: 2.52%	

### Fleet

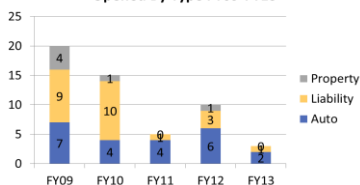
	FY 2012	FY 2013
Count of vehicles	56	55
Total miles traveled	680,199	675,853
Underutilized vehicles (mileage below the bottom quartile)	10	10
Annual lease savings from Fleet Operations	\$ 72,576	\$ 71,280

### Purchasing and General Services

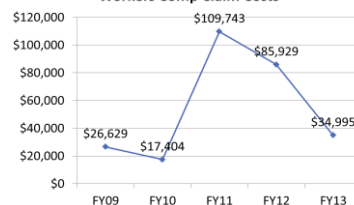
	FY 2012	FY 2013
Use of State Contracts	\$ 2,903,342	\$ 3,020,821
Pieces of Mail Processed	355,731	284,430
Number of Surplus Items	2,367	854

### Risk Management

Auto Property & Liability Claims Opened By Type FY09-FY13



Workers Comp Claim Costs



Loss Control Activities FY12-FY13

